

**Note: Green highlights indicate revisions to responses.**

## **QUESTIONS AND ANSWERS 1- 240**

**SOLICITATION NO. D0C-52-PAPT-04-01018  
USPTO ARMED SECURITY GUARD SERVICES**

Q.1 “Can we still be considered for the contract, while we are in the process of obtaining a Virginia certified armed permit?”

**A.1 Yes. As long as Contractor employees possess the required certifications, licenses and training prior to the start date of contract performance. However, Offerors should explain, in its proposal (Training Plan), the circumstances and provide proof/assurances that the required certifications and licenses will be available prior to the contract start date (See also Section C.10.). As a reminder, the Government will not pay for any costs incurred by Offerors in the preparation and submission of a proposal including certifications, licenses, and training in order to be qualified for this requirement (See Section L.13).**

Q.2. Can a company still bid on the above solicitation if they miss the pre-proposal site visit/tour that was scheduled on 7/14/04.

**A.2 Yes!**

Q.3 We received the USPTO solicitation for Armed Guard Services but we did not receive the SF30 or SF 33 which is normally Section A of the solicitation. Should it have been in the package that we received?

**A.3 Technical difficulties prevented the SF33 to be posted with the rest of the solicitation package. The SF33 was posted on the website on 7/7/04.**

Q.4 Attachment A, Guard Post Matrix, lists approximately 142,000 productive hours for five (5) buildings in Alexandria only. Which Guard Posts indicated in the Matrix are required at the Alexandria campus at contract start?

**A.4 The Alexandria guard posts are labeled on Attachment A – Guard Post Matrix (Amendment 1) as “Alexandria.” The USPTO is currently in the process of moving its headquarters from Arlington, VA (Crystal City) to Alexandria, VA (Carlyle) and the process is a “moving target” as we do not know the exact dates and times that the new buildings will be completed and when USPTO can take occupancy. Attachment A – Guard Post Matrix (Amendment 1) is our best guess of anticipated post requirements for both campuses at the time of release of the solicitation as well as for contract start. The guard posts are subject to change depending on the move schedule; however, USPTO tried to provide a realistic projection of what our requirements will be at contract award.**

Q.5 What are the Guard Posts required at the Arlington facility at contract start?

**A.5 The Arlington Guard Posts are listed in Attachment A – Guard Post Matrix (Amendment 1) and are the Crystal Plaza 2 and South Tower Buildings.**

Q.6 Re: Section C.4.B – Background: This paragraph states: “Armed guard services under the contract will be required for the South Tower in Arlington, VA as well as for the new campus in Alexandria, VA (See Guard

Post Matrix, Attachment A).“ Attachment A, Guard Post Matrix, lists only posts for the Alexandria buildings, but not for the South Tower in Arlington. Please provide information about the current posts in Arlington.

**A.6 See Attachment A – Guard Post Matrix (Amendment 1) which details the Arlington, VA (Crystal City) guard posts.**

Q.7 Which Guard Posts remain active at Arlington upon completion of the move to the new campus?

**A.7 After completion of the move to Alexandria (currently anticipated for Spring of 2005, but subject to change), only the South Tower Building will remain active in Arlington.**

Q.8 Regarding the incumbent guard force: Does the current guard force use 9mm handguns?

**A.8 No.**

Q.9 Re: Section C.9 – Personnel Requirements. This paragraph makes reference to an “OS/SS”. What labor classification is an “OS”?

**A.9 Section C.9 will be amended to delete the reference to “OS/SS” and replace it with “SS” (Shift Supervisor in lieu thereof. (See Amendment 3).**

Q.10 Re: Section C.9.3.6 – Golf Cart Type Vehicles: Does the Government provide the maintenance and upkeep of these vehicles?

**A.10 Yes.**

Q.11 Re: Attachment C – CGIM: Under Weapons and Equipment, this version of the CGIM discusses Chemical Irritant Projectors (CIPs). Are Officers required to carry some type of ‘pepper spray’ on this contract?

**A.11 No. (7/16/04)**

Q.12 Re: L.4 Submission Requirements: For submission of loaded hourly rates, is it the Attachment B Pricing Template that is required and not Section B, or both?

**A.12 Per Section B.2 - Pricing Notes, paragraph (b) Pricing Template (Attachment B), Offerors shall use only the Pricing Template (Attachment B) for price submissions.**

Q.13 The solicitation indicates a contract performance start date of 1 October 2004. Can you please clarify the government’s anticipated “award” date?

**A.13 The USPTO anticipates contract award by mid-September. (See also response to Q.4). (7/16/04)**

**A.13 REVISED RESPONSE: At this time, contract award is anticipated for September/October 2004 with contract performance anticipated to begin November 1, 2004.**

Q.14 What is the current staffing level at both the Arlington facility and the two (2) buildings already occupied by USPTO at the Alexandria Campus?

**A.14 See response to Q.4.**

Q.15 Do incumbent guards meet the new RFP’s requirements?

A.15 As the incumbent Contractor has not yet submitted a proposal, the USPTO is not in a position to answer this question. **All questions regarding the qualifications of the incumbent contractor employees should be addressed to Startech at: Systems Training and Resource Technologies, Inc., 2156 Wisconsin Avenue, NW, Washington, DC 20007-2280.**

Q.16 Are all current guards GSA certified with a valid VA firearms permit, or GSA A-1 guard certified?

**A.16 The incumbent contract requires that all guards possess a State of VA firearm certification; however, it does not require GSA A-1 certification.**

Q.17 If not, then: How many current guards meet GSA certification requirements?

**A.17 The incumbent contract does not require GSA certification; therefore, the USPTO is not in a position to answer this question. (See also response to Q15).**

Q.18 How many current guards hold current Virginia firearms permits?

**A.18 All guards that work at the Alexandria site are required to possess VA firearms permits.**

Q.19 Has there been a historical shortage of qualified guard staff?

**A.19 The USPTO is not in a position to respond to this question as it pertains to the past performance of the incumbent contractor. (See also response to Q15).**

Q.20 Are the skills levels required for security guard staff on the new contract different from the previous contract? If so, how?

**A.20 Yes. Offerors should only be concerned with the current solicitation requirements for the new contract.**

Q.21 What kind of percentage increase do the new CBA's wages represent from those paid immediately prior to the June 1, 2004 agreement?

**A.21 The current CBA wage rate for Class II Guards (Guard II) is \$14.50 and \$16.00 for Supervisors while the Attachment I CBA wage rate effective beginning October 1, 2004 – September 30, 2005 will be \$16.15 for Class II Guards (Guard II) and \$17.65 for Supervisors.**

Q.22 Re: Section C.6.3.H – Temporary Additional Service (TAS): Due to the emergency nature of these services, we are usually requested to provide a different rate from the 'basic services' bill rate, however, Attachment B does not accommodate a distinct TAS rate for separately billing hours associated with additional services. Is the intention here to bill for TAS hours at the basic services rate for the various labor categories?

**A.22 Yes. This is an Indefinite Delivery/Indefinite Quantity (IDIQ) contract and the Government expects the Contractor to bill at the hourly rates in the Schedule.**

Q.23 Re: Section C.9.8.B – Health Requirements: The contract requires a medical examination at least once every three (3) years. The Collective Bargaining Agreement (CBA) in Article XXI Section 5 discusses annual medical exams. Please confirm the frequency of medical examinations required on this contract.

**A.23 The solicitation requirement for medical examinations under Section C.9.8B – Health Requirements is every 3 years.**

Q.24 Re: Section C.10.4.B – Government Provided Training: Is there a classroom facility available at the USPTO for the Contractor use to administer the required orientation and training?

**A.24 Yes, only during the transition period.**

Q.25 Re: C.12.3.E Firearms Storage: In addition to the required storage container within the SCC, will space be made available in the South Tower at the Arlington facility for securing weapons and ammunition?

**A.25 No.**

Q.26 Re: Attachment I – CBA – Vacation: Article XVII: Vacation states that “Employees... shall receive vacation benefits in accordance with the *Patent and Trademark solicitation and procedure schedule*.” Will the USPTO please provide this vacation schedule for purposes of better estimating this benefit’s cost?

**A.26 The Government does not have and therefore cannot provide a vacation schedule; however, please see Section F.2 – Federal Holidays.**

Q.27 Re: Attachment I – CBA – Wages: Although FAR 52.222-43 is incorporated by reference in Section I, the CBA provides wage and benefit rates through October 1, 2006. In accordance with FAR 52.222-47, we expect the USPTO anticipates offerors to incorporate these economic terms, (wages & benefits), in the Option Period pricing – is this correct?

A.27 Yes. (Disregard this A.27 response)

**A.27 REVISED RESPONSE: See Revised Response to Q.211.**

Q.28 Re: Solicitation reference: Attachment A, *Guard Post Matrix (Amendment 1)*:

There are several locations that specify 251 days per year throughout Attachment A, but the required days of the week and the required days per year are inconsistent. For example, post 1E (0600-1700) requires Monday through Friday coverage, and specifies 251 days for the performance period, while post 2E (0600-2200) requires Monday through Friday coverage (excluding holidays), and specifies 251 days for the performance period. It would appear that post 1E (0600-1700) should be required for 261 days per year (for non inauguration years), while posts excluding holidays require 251 days per year. Can the Government please clarify the post-required days per year?

**A.28 The solicitation will be amended to revise the Guard Post Matrix (Attachment A) to reflect “M-F, Excluding Holidays” for Post 1E; delete the “Fixed Post” for the Supervisor under Post 1W . The Days Per Year will remain unchanged. (See Amendment 4).**

Q.29 The Arlington (Crystal City) Crystal Plaza 2 post specifies a 24/7 post (post 1) for 91 days per year. The performance period listed for this location is October 1, 2004 through December 30, 2005, which is 456 days. Is this correct? Please clarify.

**A.29 Attachment A – Guard Post Matrix will be amended to revise the period of performance to October 1, 2004 – December 30, 2004. (See Amendment 4).**

Q.30 Solicitation reference: Section C, *Description/Specification/Statement of Work*, Paragraph C.7, *Management and Supervision*, Subparagraph C, states, “The Supervisor of the on-coming shift shall, prior to shift change, determine the readiness of guards preparing to be posted. The Supervisor shall ensure that each guard is properly uniformed and equipped, presents a neat appearance, and verify that each guard is mentally and physically prepared to accept a post.” Is this “guardmount”/fit-for-duty determination period part of the post productive hours?

**A.30 There is no “guardmount/fit-for-duty” determination requirement. Shift Supervisors are required to determine the readiness of guards preparing to be posted. It is up to the Contractor to ensure that each guard is ready for duty in accordance with the**

**solicitation. How and when this is performed is up to the Contractor.**

Q.31 What is the time period allowed for “guardmount”/fit-for-duty determination?

**A.31 See response to Q.30.**

Q.32 The Shift Supervisor post is a fixed post at the Alexandria Security Command Center (SCC). Do all officers report to the SCC prior to manning their respective post for “guardmount”/fit-for-duty determination? Does this include the security officers for the two Arlington posts as well? How are guardmount/fit-for-duty determinations conducted for guards in Arlington if they don’t report to the Alexandria SCC prior to their shift?

**A.32 Attachment A – Guard Post Matrix (Amendment 1) will be revised to delete the fixed post requirement for the Shift Supervisor (see also response to Q28). There is no “guardmount/fit-for-duty” requirement (See response to Q.30). (See Amendment 4).**

Q.33 Solicitation reference: Section C, *Description/Specification/Statement of Work*, Paragraph C.9.2, *Shift Supervisor*, Subparagraph 2(b)&(c), specifies that Shift Supervisors are responsible for conducting on-the-spot checks of guard posts and post observations of Class II Guards on duty. If the Shift Supervisor is a fixed post (post 1W, Attachment A) at the Alexandria Security Command Center (SCC) how are on-the-spot checks and post observations of guard posts conducted?

**A.33 See responses to Q.28 and Q32.**

Q.34 The armed guards currently carry .38 cal Handguns. The solicitation on page 25 paragraph C. 12.3B states the requirement to be 9mm Semi-Automatic Handguns. Does the Patent and Trademark Office desire to switch from .38 cal too 9mm Handguns.

**A.34 Yes.**

Q35. Re: Solicitation reference: Site Visit Observation and Solicitation Requirements – during the pre-proposal conference and site visit, it was observed that the incumbent security force was armed with .38 caliber revolvers. The Solicitation, paragraph C.12.3 *Firearms/Firearms Equipment*, subparagraph B, requires all offerors to provide a 9mm semi-automatic handgun for “each posted guard.” Do incumbent guards possess GSA-A1 certification for .38 caliber revolver and DCJS armed certification for .38 caliber revolver, as well as GSA A-9 certification and DCJS armed certification for semi-automatic weapons?

**A.35 No.**

Q.36 Does the current guard force meet the requirements and certifications of this solicitation?

**A.36 See response to Q.15.**

Q.37 Is the GSA certification a requirement to this new contract/Are the incumbent guards currently required to be GSA certified?

**A.37 (Disregard this A.37 response) The solicitation requirement under Section C.12.3 – Firearms/Firearms Equipment is for 9mm firearms. The solicitation will be amended to require a valid Virginia Firearms Permit for all guards. In addition, each guard must possess a GSA Unarmed Certification; however, a GSA A-1 or A-9 Certification is an acceptable substitution for the GSA Unarmed Certification.**

**A.37 REVISED RESPONSE:**

**The solicitation requirement under Section C.12.3 – Firearms/Firearms Equipment is for 9mm firearms. Section C.10 of the solicitation will be amended to require a valid Virginia Firearms Permit for all guards. In addition, each guard must possess a GSA Unarmed Certification; however, a GSA A-1 or A-9 Certification is an acceptable substitution for the GSA Unarmed Certification. (See Amendment 3).**

Q.38 The State of Virginia, Department of Criminal Justice Services (DCJS) requires all unarmed security officers to be registered through DCJS, and all armed officers certified through DCJS to perform at any facility, including federal facilities, in the State of Virginia. It was also brought up during the pre-proposal conference and understood that a federally-owned or leased facility (through GSA) requires GSA certification of the security officers. The USPTO security force would then require both certifications/registrations through GSA and DCJS. This dual certification greatly increases the number of hours required for armed security officers to be trained. This also implies two firearm qualifications (two separate courses of fire) for GSA and DCJS certification and two separate trainings are required. Can the Government please clarify the requirement in the solicitation so that accurate pricing of all training and firearm qualifications can be included in our offer?

**A.38 The USPTO occupies GSA-delegated facilities, and therefore, an amendment will be issued to clarify the armed guard certification requirements. (See also see response to Q.37 above. (See Amendment 3).**

Q.39 It was mentioned during the pre-proposal conference that the posts at the Arlington/Crystal City facilities were unarmed posts, therefore not requiring a firearm. Is this correct?

**A.39 The current posts under the incumbent contract at Arlington/Crystal City are unarmed posts. However, the solicitation requirement is for armed guards at the Arlington/Crystal City posts.**

Q.40 Re: Site Visit Observation and Solicitation Requirements - The Statement of Work, Paragraph C.10.2 *Training for Class II Guards*, subparagraph C(2), specifies guards shall receive CPR and First Aid Certification. Because the USPTO locations include childcare facilities on property, does the Government require all CPR certification to be adult, pediatric, and infant, which is a 10-hour course from American Red Cross versus the normal 5-hour course for adult CPR. For clarification, is the 10-hour course (adult, pediatric, infant) required of this solicitation?

**A.40 No.**

Q.41 Can the Government please clarify the transition period for this solicitation? While the solicitation Paragraph, B.2 *Pricing Notes*, subparagraphs (f) and (g) indicate a 9-day transition and training period (maximum) it is unclear if this 9-days applies to all trainings for the contract (i.e. GSA A-9. DCJS certification, CPR First Aid, etc.). Due to the Guard II requirements of the solicitation, it is unclear if the government intends all training and certifications for each guard to be completed within this 9-day period as well. Can the government please clarify what the total transition period for all other required certification and training is to be prior to a guard's post assignment?

**A.41 The 9-day transition period is strictly an on-site orientation period to allow guards to become familiar with the USPTO facilities and equipment. Offerors are required to provide all other training and certifications prior to contract start date.**

Q.42 Section C.6.3(D), Page 8 - If another form of time accounting is required after award, which results in a cost to the contractor, will the contractor be allowed to reprice to incorporate

this additional cost?

**A.42 No.**

Q.43 Section C.7.2, Pages 9-10 - Are break and relief periods paid or unpaid?

**A.43 Offerors should include all break and relief periods into proposed hourly rates.**

Q.44 Re: M.3 Evaluation of Options: This paragraph indicates that the "total Firm Fixed Price for the Transition Period (CLIN 001AD)" will be included in the evaluation, however, Section B shows the Transition Period CLIN as not separately priced. Please clarify.

**A.44 An amendment will be issued to revise Section M.3 – Evaluation of Options to read as follows: "The Government will evaluate offers for award purposes by adding total price for basic (base year) requirement to the total price for Option Years 1-4. Evaluation of options will not obligate the Government to exercise the options. The unpriced Incentive Award Term options will not be evaluated." (See Amendment 4)**

Q.45 Of the twenty companies that attended the site visit on July 14, 2004, which one(s) were afforded a prior meeting with the technical members of your staff (e.g.. contract officer, program manager, etc.)?

**A.45 None.**

Q.46 Was the site visit a mandatory requirement to bid?

**A.46 No. See response to Q.2.**

Q.47 Why is this requirement being moved to "full and open competition?"

**A.47 The USPTO conducted a wide-spread market survey of both small business and 8(a) firms. As a result of the survey, it was determined that no more than 1 small business firm could satisfy the USPTO's complete requirement. The USPTO's decision not to set this procurement aside for small businesses was approved by of the Department of Commerce's (DOC) Office of Small Disadvantaged Business Utilization (OSDBU) and the Small Business Administration (SBA).**

Q.48 Are there any small businesses who can perform the required statement of work? If there are, Who? If there are none, please explain.

**A.48 USPTO is not in a position to release the specific names of vendors identified as a result of the market survey referenced in A.47 above.**

Q.49 Is this requirement "full and open competition" for the NAICS Code 561612 with a small business size standard of \$10.5M "only?" Or, is this requirement "full and open competition" for the NAICS Code 561612? Please explain.

**A.49 This is a full and open competition. The size standard was included in the solicitation should a small business wish to team with a large business and verify their small business size standard in meeting the dollar threshold of \$10.5M.**

Q.50 In addition to the above questions, I would like to schedule a meeting with "all" concerned parties to discuss specific issues that affected my company's ability to response [sic] to the site visit and this RFP.

**Q.50 The USPTO is in the "active" stage of the procurement, and therefore, is not meeting with potential Offerors at this time.**



Q.51 Section C.8.5, Page 11 - Random testing is usually requested to be performed with a certain percentage of employees or a designated number per month. How frequently should random drug testing be conducted per month for this contract?

**A.51 (REVISED RESPONSE to add "See Amendment 3"):**

**An amendment to Section C.8.5 – Drug and Alcohol Abuse will be issued to reflect that random drug testing shall be conducted for at least three (3) people per month, and that drug testing results shall be provided to the COTR upon request. (See Amendment 3).**

Q.52 Section C.9.5, Page 16 - For a DC State Police check, a notarized applicant release is required and takes 4-6 weeks to get results. These are based on arrest records, which are less precise when hiring than court results, which would give actual convictions. Would a statewide DC check of court records suffice for these? State police checks in Maryland and Virginia are also lengthy processes when court searches are more accurate, comprehensive, and again note convictions rather than just arrests. Will the statewide court record searches be acceptable for VA, MD, and DC?

**A.52 Yes, the statewide court record searches for VA, MD, and DC are acceptable.**

Q.53 Section C.9.8(D), Page 17, and Section C.9.12, Page 19 - Is psychological testing required for all guards? Is so, do you have a specific instrument that is preferred to measure mental and emotional stability?

**A.53 No, the solicitation does not require "psychological testing" for guards.**

Q.54 Section C.10(A), Page 19 - It states: "All guards performing work under the contract award at USPTO shall possess a GSA guard certification and a valid Virginia firearms permit, **or** shall be GSA A-1 guard certified from the start date of contract performance." We have four questions arising from this requirement: Please clarify the requirements for a GSA "A-1" guard certification.

**A.54 See response to Q.37.**

Q.55 Has the USPTO confirmed that a GSA certification will be sufficient for this contract, with regard to meeting the Code of Virginia Laws Relating to the Regulation of the Private Security Services Including Special Conservators of the Peace, if a contract guard does not have the Virginia firearms permit?

**A.55 See response to Q.37.**

Q.56 Is the USPTO authorized to issue GSA guard certifications?

**A.56 No. See also response to Q.37.**

Q.57 Will the GSA, or appropriate agency, allow GSA guard certifications to be transferred from an existing contract to this new contract?

**A.57 GSA certifications are transferable; however, per Section C.10.3 – Lack of Training, the Contractor must provide evidence of such certification for each guard prior to performance of work. (See also response to Q.37).**



Q.58 Section C.12.3, Page 25 - Are the incumbent security officers trained/qualified on the 9mm? If not, how much re-qualification time does the Government require, and will there be adequate time to implement this requirement?

**A.58 See response to Q.15. for incumbent contractor information. Contractor employees shall possess the required certifications, licenses, and training prior to the start date of contract performance.**

Q.59 Section C.12.3(B), Page 25 - Is there a specific manufacturer and/or model of 9mm weapon preferred? What is the current model of weapon being utilized on this contract?

**A.59 No. The type of weapon used under the current contract is the .38 caliber revolver.**

Q.60 Section C.12.3(E), Page 25 - It states: "...container(s) or safe(s) within the Security Command Center (SCC)." As the Security Command Center is located in Alexandria, are officers at the Arlington posts required to pick up weapons and transport them from the Alexandria location?

**A.60 See response to Q25. It is up to the Contractor to determine how the contract requirements will be met.**

Q.61 Will the current training/personnel records of the incumbent staff be provided to the successful offeror?

**A.61 See response to Q.15.**

Q.62 Are the incumbent staff currently licensed to perform armed security services under the Code of Virginia Laws Relating to the Regulation of the Private Security Services Including Special Conservators of the Peace?

**A.62 See response to Q.15.**

Q.63 Are the incumbent security officers trained to the specifications of the solicitation?

**A.63 See response to Q.15.**

Q.64 Section C.12.4, Page 26 - It states: "...primary supervisor..." What is the meaning of "primary" in the context of this requirement?

**A.64 An amendment will be issued to revise Section C.12.4 to read "Key Personnel" in lieu of "PM and primary supervisor." (See Amendment 4).**

Q.65 Section H.2, Page 35, and Attachment I - Are there any outstanding union issues/grievances that the successor contractor would be liable for after award?

**A.65 The USPTO is not aware of any outstanding union issues or grievances that the successor contractor would be liable for after award. See also response to Q.15.**

Q.66 Attachment A - Guard Post Matrix (Amendment 1) - A post in Arlington at Crystal Plaza 2 is added from October 1, 2004, through December 30, **2005**. Under "Day per Year," it states that the post will be manned only for 91 days, which seems to indicate that it will be discontinued as of December of **2004**. Please clarify.

**A.66 See response to Q.29.**

Q.67 Is there an attachment training schedule for firearms? (example: ammo specifications, annual training, etc.)

**A.67 No.**

Q.68 Attachment A - Guard Post Matrix (Amendment 1) - Post 1E denotes days per week as M-F, but it does not exclude holidays as other posts with 251 days do. Should this post exclude holidays as well or are the days per year of 251 incorrect?

**A.68 See response to Q.28.**

Q.69 What is the anticipated award date?

**A.69 See response to Q.13.**

Q.70 Approximately what percentage of the incumbent workforce does the USPTO anticipate will be able to qualify and transfer to the new contract?

**A.70 See response to Q.15.**

Q.71 Is this incumbent force currently fully qualified according to the specifications listed in the RFP (i.e., armed, GSA, class II guards (AWD Guard II?), C6.3B, C.9.7, C.9.8, C.10, etc.)?

**A.71 See response to Q.15.**

Q.72 Do all incumbent guards have GSA Guard Cards (GSA A-1 guard certified), Virginia Firearms permits, and all other required training/certifications, including requirements such as CPR and First Aid Certification; Certificate of Medical Examination; Use of Force/Deadly Force; SCC, X-ray, magnetometers, etc.? What percentage are fully qualified under these requirements?

**A.72 See response to Q.15.**

Q.73 Approximately what percentage of the incumbent workforce does USPTO anticipate will qualify for the new contract under the appearance and physical requirements stated in particular in section C.9.4.A.3(h) ("be well proportioned in height and weight"), as well as the requirements in sections C.8.1 and C.9.8?

**A.73 See response to Q.15.**

Q.74 Do all incumbent personnel meet the "Security Requirements and Background Checks" requirements detailed in Section C.9.5 and in accordance with the requirements of the contract? What percentage meet the requirements?

**A.74 See response to Q.15.**

Q.75 Do all incumbent personnel have on file all security and other documentation specified in Section C.9.7?

**A.75 See response to Q.15.**

Q.76 The term "Class II Guard" is used throughout the RFP (see C.9.3). Is this the equivalent of a "Guard II" as defined in the Area Wage Determination (AWD)?

**A.76 Yes.**

Q.77 If the “Class II Guard” classification is based on something other than the Area Wage Determination “Guard II”, please provide the reference or definitions of Class I, Class II, and any other relevant classifications.

**A.77 See response to Q.76 above.**

Q.78 Due to the strict page limitations, the quality of information conveyed in the graphics is extremely important. In order to develop concise and useful graphics, organization charts, etc. laid out in an easily readable format—as long as the vendors are reasonable in their usage—will USPTO consider eliminating the font size restriction for graphics?

**A.78 Yes, only for graphics such as organization charts as long as the information is legible.**

Q.79 Color text in charts, graphs, and graphics helps clarify meaning and ease reading and comprehension. Will USPTO consider dropping the black text restriction indicated in L.4(a)?

**A.79 No.**

Q.80 Are separate price and technical proposals required (as well as separate disks or CDs), or are these sections to be combined into a single document?

**A.80 The hard copies of the price and technical proposals should be submitted separately, however, the information for both may be submitted on the same disk or CD.**

Q.81 In the revised Attachment A, the base contract term for Arlington (Crystal City) – CRYSTAL PLAZA 2 is listed as October 1, 2004 – December 30, 2005. Should this term actually read “October 1, 2004 – September 30, 2005,” or does the contract for this building extend 3 months longer than the others?

**A.81 See response to Q.29.**

Q.82 Section M.6(a), Page 72 - It states: “... collectively and **individually**...” Does this statement correctly articulate that the **lowest** of **any** of the Factors 1,2, or 3 are still significantly higher than price in evaluation purposes?

**Q.82 Yes.**

Q.83 If this is a GSA Federal Building delegation as mentioned, will a letter of authorization be supplied?

**A.83 No.**

Q.84 Do all USPTO buildings fall under GSA? Are these GSA delegated buildings?

**A.84 Both the USPTO Arlington and Alexandria facilities are GSA delegated facilities. A letter of authorization will not be supplied.**

Q.85 How many members, and who will be on the evaluation board?

**Q.85 This information is considered to be source selection sensitive information and will not be provided.**

Q.86 Is there an attachment schedule for relief breaks?

**A.86 No.**

Q.87 To what extent is the incumbent workforce high seniority?

**A.87 See response to Q.15.**

Q.88 Current staffing levels: How many guards are currently on staff? How many guards have Virginia firearms cards? How many guards have GSA-1 certifications? How many guards have GSA-9 certifications?

**A.88 See response to Q.15.**

Q.89 Can bidders be provided a seniority list of the incumbent guard force with certifications and expiration dates for purposes of providing a realistic detailed transition plan?

**A.89 See response to Q.15.**

Q.90 Will the new contractor have access to the sites during transition?

**A.90 Yes.**

Q.91 The placement of the Reps & Certs is not specified, is it acceptable to place with the Price Proposal?

**A.92 Yes, however, Section K – Representations and Certifications should be easily identifiable.**

Q.93 Is there a requirement for an assistant Project Manager?

**A.93 No.**

Q.94 Section C.6.2(A), Page 7 - It states: "The Contractor shall possess a State of Virginia certified armed permit, and Federal Communications Commission's (FCC) License(s)." What type of FCC license(s) does the Government require? Does the FCC license requirement include a requirement for base stations?

**A.94 An amendment will be issued to reflect the following changes:**

**Section C.6.2 will be revised to reflect that the Contractor shall not be required to obtain a license from FCC as the system will be under license to the USPTO.**

**Section C.11.3 - Government Furnished Equipment will be revised to reflect that the Contractor shall use the Government provided radio communication system (i.e., portable radios, base stations, and associated equipment).**

**Sections C.12.5 - Portable Radios and Section C.12.6 - Portable Radio Base Stations will be deleted in their entirety as it is now Government furnished equipment.**

**(Also see Amendment 4).**

Q.95 Section C.10.1, Page 20 - It states: "All supervisors working under the contract shall successfully complete Contractor provided GSA certified supervisor training, administered by GSA or a certified GSA instructor...At no cost to the Government, supervisors shall receive Contractor provided re-certification training every 2 years, and annual training on the Use of Force/Deadly Force. No supervisor will be permitted to work under this contract without having passed the Government supervisory written test." We have several questions arising from this requirement:

Does "GSA certified supervisor training" refer to the CGIM? If not, what is included in the "GSA certified supervisor training?"

**A.95** No, an amendment will be issued to revise Section C.10.1 to reflect that GSA certified supervisor training “or equivalent” is acceptable. Offerors should contact a GSA certified instructor for training requirements. (See Amendment 3).

Q.96 How many hours of training are expected to be provided by the contractor for the four training topics listed in the solicitation (at Section C.10.1(A), Page 20)?

**A.96** The number of hours of training provided are at the discretion of the Contractor; however, any training conducted must ensure that guards can meet the contract requirements. (See Amendment 3).

Q.97 What subjects and hours are required to be included in the “Contractor provided re-certification training?”

**A.97** See response to Q.96.

Q.98 Is there a minimum number of hours required for the annual Use of Force/Deadly Force refresher training?

**A.98** See response to Q.96.

Q.99 Section C.10.2(B), Pages 20-21 - This section requires Contractor provided training and orientation for Class II non-supervisory guards. How many hours of training are expected to be provided by the Contractor for the three training topics listed?

**A.99** See response to Q.96.

Q.100 Section C.10.2(C), Page 21 - This section requires annual and re-certification training for Class II non-supervisory guards. What subjects and hours are required to be included for each of these three training requirements?

**A.100** See response to Q.96.

Q.101 Section C.12.1, Page 24 - How many sets of trousers and shirts (long-sleeved and short-sleeved) does the USPTO require be issued to each officer and supervisor?

**A.101** Three (3) shirts; three (3) trousers. An amendment will be issued to provide the following required quantities under uniform items listed in Section C.12.1, paragraph D., and to delete the requirement for expandable batons; expandable baton holders; sweater (optional); inclement weather protection (as needed); black gloves, leather and lined; and black shoes or boots, leather. (See Amendment 3).

<u>Quantity</u>	<u>Description</u>
3	Shirts (long and short sleeve);
3	Trousers;
1	Black Garrison style belt;
2	Necktie;
1	Cap (final approval of style must be coordinated with the COTR)
1	Jacket (cold weather use);
1	Rain gear in bright yellow or orange with “Security” printed on back;
6	Belt keepers;
1	Name plate, gold or silver (over left breast pocket with first initial and last name);
1	Handcuffs, key, and case or pouch;
1	Flashlight and batteries

- 1 Flashlight holder, black, ring or snap style;
- 1 Radio Holder, black;
- 7 Contractor's insignia shoulder patch (each shirt and jacket);
- 1 Whistle (thunder type) with chain attachment

Q.102 Section B.2 (e,f,g) and C.10.4 (B) refer to a 9-day Transition/Training (phase-in and orientation) Period. Please clarify that this is not intended as 9 days from contract award. Actual transition activities—including recruiting, interviewing, Guard qualification verification (including incumbents), etc.—generally take longer than this for proper staffing and start-up activities. May we assume that this is intended as a 9-day period DURING the full contract transition period (typically 30 days) wherein the activities identified in Section B.2 (f) will be performed? Please clarify so that we may address this properly in the required Start-Up Plan.

**A.102 See response to Q.41 and Q.217.**

Q.103 It was stated at the Site Visit that a Background Investigation would be required for all personnel. depending on USPTO's definition of "Background Investigation," this may be in conflict with C.9.5 and C.9.7 as stated in the earlier question on Security Requirements. Please define what is intended and required by USPTO for a "Background Investigation" for each position.

**A.103 The U.S. Government conducts background investigations to establish that applicants or incumbents either employed by the Government or working for the Government under contract are suitable for the job. See also Section C.9.5 – Security Requirements and Background Checks, paragraphs A and B, and Section C.9.7 – Certification Documents, for the forms and documents required to be submitted for suitability and eligibility purposes. See also Section C.9.5, paragraphs A and B, "Notes," for those contractor personnel who may already have had a recent criminal check or background investigation.**

Q.104 The word "immediately" is used in several places throughout Attachment K. Please clarify, indicating the timeframe one can reasonable assume would satisfy this specification.

**A.104 Webster's Dictionary defines "immediately" as "without the loss or interval of time" (i.e. instantly, directly, at once).**

Q.105 In Attachment K, the row "Roving Patrols Properly Staffed," the Performance Standard and the Incentives/Disincentives columns do not appear to correspond. Could you please clarify?

**A.105 Attachment K was reposted for printing purposes. The Performance Standard and Incentives/Disincentives columns should now correspond.**

Q.106 The map included at Attachment D points out the buildings South Tower and Crystal Plaza 3. Revised Attachment A indicates that guard services are to be provided for the Crystal Plaza 2 building. If so, why has Crystal Plaza 3 been indicated on the map and not Crystal Plaza 2? Are there additional guard services to be provided at the Crystal Plaza 3 building?

**A.106 The map at Attachment D is a generic map of Crystal City. Crystal Plaza 2 is the building immediately north of Crystal Plaza 3. There will be no additional guard services required at Crystal Plaza 3.**

Q.107 Section C.9.5 states that the Contractor shall provide a criminal records check from three local jurisdictions (VA, MD, DC) prior to employment. However, post assignments include access control and monitoring data entry utilizing USPTO computers which would indicate that Section H.16 security requirements for accessing USPTO automated information systems would be applicable. If so, this would require, at a

minimum if the Guards are considered "Contract Low Risk", a National Agency Check and Inquiries (NACI). Please clarify the checks required.

**A.107 The criminal records checks and background investigation are two (2) separate matters. The Contractor is required to conduct criminal records checks. The Government will conduct a background investigation. That investigation will be the Minimum Background investigation (MBI). Final eligibility and suitability determination for continued employment is made by the Government upon the full completion of the MBI. See also response to Q.103.**

Q.108 Section C.12.1 requires each employee to be issued an expandable baton (ASP), however no training or certification on the ASP is mentioned in the RFP. Is the expandable baton a requirement for all Contractor employees?

**A.108 An amendment will be issued to Section C.12.1, paragraphs 16 and 17, to delete the expandable baton/holder requirement. (See Amendment 3).**

Q.109 According to the RFP, the Shift Supervisors are required to issue and inspect the weapons, this poses time and logistics problems at the Arlington sites. Are any of the Guards at any Arlington site armed, or is there any anticipation that they may be armed at any point now or in the future?

**A.109 The solicitation does not require that the Shift Supervisor (SS) issue weapons, only that the SS inspect each weapon prior to issuance to guards. See Section C.12.3 – Firearms/Firearms Equipment, paragraph C – Firearms Maintenance. See also response to Q.39.**

Q.110 Section C.12.3 (F) requires that all firearms and ammunition shall be stored at the Security Command Center. If the Arlington Guards are armed this would require all guards to travel to and/or from the Alexandria site prior to and after every shift. Will the USPTO consider approving firearms and ammunition storage and clearing at the Arlington site?

**A.110 No, as appropriate space is unavailable to ensure that stored firearms and ammunition would remain secure at the Arlington site.**

Q.111 Confusion exists between C.9.3.6, page 14 and C.9.4.A.3(d), page 16. Section C.9.3.6 indicates that all golf cart type vehicle operators must possess a valid state issued driver's license but then C.9.4.A.3(d) indicates that all employees must possess a valid driver's license. Must only the golf cart vehicle operators possess a valid license or must all employees possess a valid license?

**A.111 All guard employees must possess a valid driver's license.**

Q.112 Confusion between C.9.7.A.1, page 17 and C.9.8.C, page 17: C.9.7.A.1 indicates that form SF78 must be used for the medical exams; however, C.9.8.C references "SF78, or other appropriate medical certification". Must we use the SF78 form or may we use a company-generated form that contains the same information?

**A.112 The Contractor may use a company-generated form or other medical certification that contains the same information as the SF78 provided the form is signed by the appropriate medical official.**

Q.113 At the site visit, it was stated that a DCJS card could be substituted for the GSA card and Virginia Firearms license. Please clarify the authority and requirements that would ensure we would be in compliance with all laws and regulations for working armed at a Virginia site.

**A.113 See response to Q.37.**



Q.114 Will an armed Guard be in compliance with Virginia law if he should have to, in the performance of his duties, leave the USPTO complex armed?

**A.114 An armed guard on duty under the contract will only leave USPTO proper to travel between the USPTO Headquarters in Alexandria and the Arlington/Crystal City posts.**

Q.115 What percentage of the incumbent force currently carries a DCJS card versus a GSA card/Virginia Firearms license?

**A.115 See response to Q.15.**

Q.116 Section C.12.6 mentions Repeaters for the radios. Are rooftop repeaters and wiring required?

**A.116 No. See Amendment 4.**

Q.117 Is the wiring to the repeaters already installed (or being installed during construction)? If repeaters are not installed, will we have access and ability to install repeaters on roof or tower?

**A.117 Yes. See Amendment 4.**

Q.118 Section C.12.6 (B) states that equipment will be operated over "Government-identified frequencies." Does this mean USPTO has reserved frequencies? Or that the USPTO will identify the frequencies it wants to use and it will be up to the vendor to gain access to those frequencies? Please clarify.

**A.118 See Amendment 4.**

Q.119 Is a formal guard mount required before people are dispatched to their posts?

**A.119 See response to Q.30.**

Q.120 How does the USPTO anticipate that guard mount or inspection of guards prior to beginning post will relate to Arlington? i.e., does the USPTO anticipate that the Shift Supervisors will travel to Arlington to inspect the guards prior to every shift change? Or that the guards will be inspected in Alexandria, then travel to Arlington? Or some other expectation. Please clarify.

**A.120 See responses to Q.30 and Q.39.**

Q.121 Section C.8.5 says the Contractor shall conduct random drug testing of contract personnel. Is this intended as a random test of all personnel? A certain percentage of personnel? At what frequency?

**A.121 See response to Q.51 (See Amendment 3).**

Q.122 Will contract personnel have access to facility perks such as the fitness center, child care center, cafeteria, etc.? Will this be free access, or covered by a fee from (Offeror)?

**A.122 Contractor personnel will only have access to the cafeteria.**

Q.123 Supervision: Attachment A – Guard Post Matrix (Amendment 1) shows a supervisory guard (fixed post) position in the SCC 24/7/365. Examination of the matrix does not show any additional supervisory positions

required for the Alexandria Complex, nor for the Arlington sites. Is the single supervisory position shown the only supervision desired by USPTO?

**A.123 Amendment 1 deleted the “fixed post” requirement for the SS for Post 1W. To clarify, the SS position is 24/7, 365 days per year including Monday – Friday (M-F) and weekends. One (1) Shift Supervisor (SS) is required per shift. However, Section H.7 only designates the M-F SS positions as Key Personnel. In accordance with Section L.3.1.2, paragraph 2. A (1) – Key Personnel Qualifications, resumes should only be submitted for those M-F Key Personal SS positions. See also response to Q.32. (See Amendment 4).**

Q.124 During the site visit unarmed personnel were observed at the Arlington locations. Is it the intention of USPTO to have armed guards at all positions and sites outlined in Attachment A and mentioned at C.12.3 (B) of the solicitation?

**A.124 See response to Q.39**

Q.125 Are all positions and sites manned by the incumbent contractor armed positions?

**A.125 No.**

Q.126 Are incumbent guards trained and GSA certified to the level required by this solicitation as outlined in C.10?

**A.126 See response to Q.15.**

Q.127 Do all incumbent guards meet the basic personnel requirements as outlined in Section C.9.4, including US Citizenship?

**Q.127 See response to Q.15.**

Q.128 Do all incumbent guards meet the basic health and fitness requirements as outlined in Section C.9.8 and C.9.9?

**Q.128 See response to Q.15.**

Q.129 The solicitation at C.9.3 (16) states that all boxes and packages will be screened through a x-ray machine in the loading dock. Additionally, during the site visit more than one loading dock was observed. However, the guard matrix (Attachment A) indicates only one Loading Dock position. Can you clarify?

**Q.129 There are two (2) Loading Dock positions listed in Attachment A (Madison Building East (Post #4E) and Madison Building West (Post # 6W) which are not fixed posts. Guard post orders may require those guards be assigned to various building loading docks as needed.**

Q.130 Section C.10.1 (C) requires that all supervisors pass “the Government supervisory written test.” Prior to assignment. It is our understanding that by Memorandum, dated November 19, 2002, Ms. Leslyn Erickson, Chief of Training for the Federal Protective, National Capital Region, advised that Effective December 2, 2002, the Federal Protective Service will no longer administer, nor require, a guard supervisors test. Can you clarify?

**Q.130 This is a USPTO requirement. See response to Q.95.**

Q.131 Section C.10.2 specifies that guards have either a GSA Guard certification and valid Virginia firearms permit, or be GSA A-1 certified. However in section C.12.3 (Firearms) a 9mm handgun is

specified. It is our understanding that the GSA A-1 certification specifies a .38 caliber revolver and that their new A-9 certification is issued for guards armed with 9mm weapons. Can you clarify?

**Q.131 See response to Q.37.**

Q.132 Section 12.5 (Portable Radios) specifies in section A a bone-vibration headset for each on duty guard. However the listing that follows specifies these devices only for the COTR/SCC/BCC. Can you clarify?

**Q.132 See Amendment 4.**

Q.133 Section C.12.6 (Portable Radio Base Stations) is somewhat unclear as to the exact configuration desired. It appears to call for 2 Desktop base stations and to separate repeaters. However the 2<sup>nd</sup> item listed "50W Continuous Duty" is unclear as to whether it refers to the base station transceivers or to additional repeaters. Can you clarify?

**Q.133 See See Amendment 4.**

Q.134 What is the specific credential requirement for the PM, if any?

**A.134 No specific credential is required for the PM.**

Q.135 Is the PM position uniformed or in Civilian clothes?

**A.135 The PM position is a uniformed position.**

Q.136 Is this a delegated or non-delegated GSA site?

**A.136 It is a delegated GSA site. See also response to Q.38.**

Q.137 Are, or will, any security clearances be required for any Officer or Supervisor?

**A.137 Security clearances are not required for any Contractor employees.**

Q.138 The RFP specifies that the Contractor will provide X-Ray training to the Officers. Is training completed by FPS/DHS acceptable, or must FPS/DHS trained Officers be retrained by the Contractor?

**A.138 Previous FPS training is acceptable; however, all assigned guards must receive orientation and demonstrate proficiency on USPTO site-specific x-ray equipment.**

Q.139 The new requirement is for GSA credentialed Officers to have completed the new 72-hour training curriculum. How many of the incumbent Officers have completed the 72-hour training? For those Officers who require the 72-hour training to receive their new DHS credentials, is the entire 72-hour training required, or will the government require the Contractor to only train the subject matter difference between the previous 60-hour program and the new 72-hour program?

**A.139 See responses to Q.15 and Q.37.**

Q.140 Is the standard FPS/DHS requirement for drug testing the accepted standard, or are there additional and/or specific drug testing requirements expected for this Contract?

**A.140 See response to Q.51.**

Q.141 Can you confirm for purposes of this bid process, the planned dates that each building under construction will require Security Officers to man posts?

**A.141 See response to Q.4.**

Q.142 Are Post Orders prepared and current for the new buildings both currently occupied as well as those under construction?

**A.142 Post orders are current for the presently occupied new buildings. Post orders for the new buildings under construction will be posted as each building is accepted by USPTO.**

Q.143 Is parking provided to security officers on duty free of charge? If not, what is the fee per parking space?

**A.143 No, parking will not be provided for guards on duty free of charge. The current cost to park at the Alexandria site is \$10/day and is subject to change. The cost to park at the Arlington site varies. Both sites are also accessible via Metro.**

Q.144 Section C.12.5 – Portable Radios: Are Nextel radios/cell phone systems an acceptable alternative to the listed radios and specifications?

**A.144 No. At this time, Nextel and T-Mobile systems are not supported at the USPTO's Alexandria facility. See also Amendment 4.**

Q.145 Will the government provide vehicle parking spaces to the Contract Guard employees at the USPTO worksites, and if so, would there be any costs involved?

**A.145 No.**

Q.146 In reference to the page count, if page limits in one section are not utilized, may those pages be added into another section?

**A.146 No.**

Q.147 What is USPTO's anticipated "transition period" in reference to the contractor obtaining GSA-A1 certification for the staff?

**A.147 See responses to Q.41 and Q.217, and Revised Response to Q.37.**

Q.148 There is no mention in the solicitation of an Executive Summary or Compliance Matrix. Are these anticipated by USPTO? Will this be in addition to the page count limit?

**A.148 A 1-page Executive Summary will be permitted, however, it will not be evaluated.**

Q.149 Please clarify USPTO's expectation for length of guard relief breaks and lunch on a typical shift?

**A.149 The length of any break, lunch, or relief is at the Contractor's discretion; however, a reasonable time should be provided. See also response to Q.43.**

Q.150 ATTACHMENT [sic] A (AMENDMENT 1) Please clarify dates, days per year and hours for CRYSTAL PLAZA 2.

**Q.150 See responses to Q.5 and Q.29.**

Q.151 ATTACHMENT [sic] K: All items in the performance matrix are deductions. Are there any monetary incentives contemplated aside from term extensions listed in H.4.(a)?

**A.151 No.**

Q.152 C.6.3 G & H.2: Emergencies require additional staff within 2 hours. How many “additional” staff members, beyond existing staff is considered reasonable? Does USPTO expect those officers to be “floaters” from elsewhere in the company, and if so how do we charge for their site/project specific training? If not, does USPTO expect to pay for excess capacity staff when there is no surge requirement?

**A.152 It is up to the Offeror to determine how contract requirements will be met. See also response to Q.22.**

Q.153 C.7.C: Is there a specific requirement for a guard mount? If so, how long? Is there a gear up-gear down period or walk time associated with leaving roll call and arriving on post?

**A.153 See response to Q.30.**

Q.154 C.7.2: Do Rovers and Supervisors need to be relieved, or do they self relieve?

**A.154 Self relieve.**

Q.155 C.8.5: Random drug testing, how often and what % of force?

**A.155 See response to Q.51.**

Q.156 C.12.1.B: Clarify sentence regarding breast badge and cap ornament. Is this a “hard badge” or “sewed on”, and does contractor supply? C.12.1.D.2: Trousers, what color is preferred? C.12.1.D.5. Cap, Final approval of style must be coordinated with COTR, but is this a ‘ball type cap’? C.12.1.D.11: Name Plate, is this plastic or metallic?

**A.156 The type of badge worn, name plate type and the color of the uniform will be at the discretion of the Contractor, however, the duty uniform will be standardized among all of its employees. A “ball cap” style may be considered, but final approval for the ball cap is subject to the COTR.**

Q.157 C.12.5: Any specific VHF frequency USPTO prefers the contractor to apply for? Does this include communication between Alexandria and Arlington and is there a system in place now?

**A.157 See Amendment 4.**

Q.158 L.2 52.204.06: Clarify (a) Other than cover page, where does USPTO require entry of “DUNS”?

**A.158 In the blank provided in Section L.2(a).**

Q.159 L.3.1.2: Any limits on the Past Performance Questionnaires? i.e.: similar size, service, area, etc? Our list of clients is extensive.

**A.159 No.**

Q.160 L.5 (b): Solicitation states only two (2) people for each potential Offeror will be allowed on the tour. Will other firms will be allowed to bring in a third rep for a tour since the RFP asked we only bring two but two firms were allowed extras?

**A.160 Firms were not allowed to bring “extras” to the site tour. The list of attendees was reposted clarifying inadvertent typographical errors.**

Q.161 M.5.2.C: Is there a preference award for subcontracting? If so, in what arena?

**A.161 No.**

Q.162 In section C.6.1, you indicate that the officers must have authority to detain individuals. Does this mean they should have authority above that of a private citizen's arrest?

**A.162 Armed guards registered under the Commonwealth of Virginia have certain arrest authorities; however, the USPTO reserves the right to limit that authority to the ability to detain only while on Government (USPTO) property.**

Q.163 Does section C.b.2.B indicate the contractor is to pay for the officers' armed guard licenses?

**A.163 There is no section “C.b.2.B” in the solicitation. If the question is referring to Section C.6.3.B, then the answer is yes.**

Q.164 In deference to the requirements of section C.8.6.B, do you require the contractor to conduct periodic criminal background checks after employees are assigned to the contract?

**A.164 No.**

Q.165 Section C.9.6 indicates the COTR makes the final determination of suitability for all individuals to be assigned to the contract. Are we correct in assuming that employees cannot be assigned until the COTR approves them? If so, how long will this process take?

**A.165 Employees may be assigned to work once all required paperwork has been submitted to the COTR; however, final approval by the COTR is contingent upon a successfully completed background investigation.**

Q.166 Does the government wish to retain guards or supervisors it has under the current contract? If so, are bidders allowed to speak with these individuals to offer employment?

**A.166 The USPTO will accept any contractor employee who meets the performance standards and requirements of the contract. It is a business decision of the Offeror as to who it contacts about employment.**

Q.167 Are the days of coverage for the following posts Monday through Friday, excluding holidays?

- Madison Building East, post 3E (0800-1700)
- Randolph Building, post 1 (1700-2200)
- Remsen Building, post 1 (1700-2200)
- Jefferson Building, post 1 (1700-2200)

**A.167 Yes.**

Q.168 How many hours of on-the-job training are required for the security officers?

**A.168 See response to Q.96.**

Q.169 Was there supposed to be a Section A to the RFP?

**A.169 See response to Q.3.**

Q.170 Will there be "credit" or points given to MBE/SBE/WBE companies?

**A.170 No.**

Q.171 C.12.5 Portable Radios - With a 9 day transition, and several facilities still under construction, (including the SCC), bidders need to gain a better understanding of the timeline involved in implementing this requirement in its entirety: Is any radio equipment currently installed and in place at Arlington? If so, please describe.

**A.171 See Amendment 4.**

Q.172 Will incumbent sell existing equipment to new contractor, if one is selected?

**A.172 See Amendment 4.**

Q.173 Is any radio equipment currently installed and in place at Alexandria? If so, please describe. Will incumbent sell existing equipment to new contractor, if one is selected?

**A.173 Yes, however, see Amendment 4.**

Q.174 What is the USPTO's anticipated schedule for the Contractor to provide and install all the radio equipment listed in Section C.12.5?

**A.174 See Amendment 4.**

Q.175 .38 caliber –vs- 9mm guns: Guards who are currently certified to .38 caliber weapons but not to 9mm will require one week, including a minimum of eight (8) hours of range time in order to achieve the 9mm certification. Then the state requires additional time to process the cards. Until the contract start date, any incumbent guards hired for the new contract will not be employees of the new contractor and therefore will not be under the new contractor's authority for how each guard's hours are scheduled or for requiring any guards to show up for supplemental training. Will a new contractor be permitted to begin the contract using .38 caliber weapons then transition to 9mm as quickly as possible through an aggressive training schedule that begins upon contract start?

**A.175 No, see response to Q.58.**

Q.176 Incumbent guard training: Some incumbent guards credentials (such as their Red Cross/CPR cards, etc.) may be about to expire, or may have expired recently or during the contract evaluation and award period. A new contractor may wish to retain some of these guards, but will have to offer them training that will bring them to current for their credentials. This training cannot occur until the guards are employees of the new contractor. How long may a new contractor have to update incumbent card credentials?

**A.176 See response to Q.58.**

Q.177 Nine-Day Transition Period: The RFQ requires a nine (9) day transition, which includes three (3) days of training provided by the Government for key personnel. Please clarify, as follows: Is the contract start date October 1, 2004?

**A.177 At this time, contract performance is anticipated to begin November 1, 2004.**

Q.178 Does the transition begin, therefore, on September 21?

**A.178 The transition period will begin within the two week timeframe prior to the contract performance start date.**



Q.179 When is the actual contract award anticipated?

**A.179 At this time, contract award is anticipated for September/October 2004.**

Q.180 Will the new contractor have access to the incumbent guard force during transition?

**A.180 Yes.**

Q.181 Is there an onsite location for a new contractor to use during transition for holding job interviews or providing training or orientation?

**Q.181 See response to Q.24. Job interviews should be held off-site.**

Q.182 Will a new contractor be able to post notices to inform incumbent guard staff about job opportunities?

**A.182 Not on the USPTO campus.**

Q.183 Clearances. Please verify that the only clearance required at contract start is successful completion of the SF 85/86 and passing a DC-VA-MS criminal background check.

**A.183 See responses to Q.103, Q.107, Q.137, and Q.165.**

Q.184 It was stated that either GSA Certification or Va. Weapons/Guard Certification will be accepted in order to meet the requirements for armed personnel. With the need for FPS to certify range qualifications and given the incumbent staff is currently utilizing .38 special revolvers, which is the requirement, GSA or VA State?

**A.184 See response to Q.37.**

Q.185 Will the contractor be responsible for the installation of lines and repeaters that allow all sites to communicate via two way radio? Or will the contractor be allowed to utilize the infrastructure (lines, antenna's, etc) of the system owned by the government and merely replace the hardware (i.e. hand held radios, base stations, repeaters, chargers, etc)?

**A.185 See Amendment 4.**

Q.186 Will the on site space provided to the project manager for training be allowed use for re-certification of GSA/contract determined, required licenses & certifications?

**A.186 No.**

Q.187 Is it possible to provide dates on the move transition from Crystal City to Alexandria (i.e. project plan) with time estimates, percentage of floors of Crystal City buildings being moved, and the priority, dates, and sequence of buildings being simultaneously occupied in Alexandria?

**A.187 No. See also response to Q.4.**

Q.188 Please provide clarification on the need for a 28-channel radio for all guards. It is common for a guard to have a 4 to 8 channel radio. The requirement of a 28-channel radio appears very high and may increase frequency license requirements and costs.

**A.188 See Amendment 4.**

Q.189 Will the government provide the contractor with an office?

**A.189 Yes. See Section C.11.2 – Government-Furnished Facilities.**

Q.190 Will the government provide the contractor with space in which to conduct classroom training for new hires and for reoccurring training?

**A.191 See response to Q.181.**

Q.191 May the offerors be provided with contact information for the relevant branch of the current union, the National Association of Special Police and Security Officers, so we may obtain a seniority list?

**A.191 The USPTO does not have the requested information, however, see response to Q.15.**

Q.192 How are Certification Documents acquired for guard employees as dictated on C.9.7? (examples: SF78, FD-258, SF-85P, OF-306).

**A.192 Government forms can be obtained from the following website: [www.opm.gov](http://www.opm.gov) (select “Federal Forms). The SF78 can be obtained from this website:**

**<http://www.gsa.gov/Portal/gsa/ep/formslibrary.do?formType=SF>**

Q.193 How are Health Certification documents acquired for guard employees as dictated on C.9.8-C? (example: FD78)

**A.193 See responses to Q.192.**

Q.194 Whom is responsible for the issuance of GSA form 3527 and how are they Incorporated into the procurement for procedure to receive the GSA form 3527 for each guard employee?

**A.194 GSA issues GSA Form 3527. It is up to the Offeror to coordinate and obtain the certification from GSA.**

Q.195 Will current training documents be transferable? If yes, how will they be made available to the new contractor?

**A.195 See response to Q.15.**

Q.196 Where will the Government-Provided Clearing Barrel be located?

**A.196 At the USPTO Alexandria campus in the Security Command Center or Backup Command Center.**

Q.197 Portable Radios – Does the COTR/SCC/BCC need 3 radios and 3 Bone-Vibration Headsets as indicated on C.12.5?

**A.197 See Amendment 4.**

Q.198 Where will officers conduct weapon exchange in a safe manner?

**A.198 See response to Q.196.**

Q.199 Will the officers require a security badge on their shirt as part of their uniform?

**A.199 See response to Q.156.**

Q.200 Attachment A (Amendment 1) states the period of coverage for Alexandria (Crystal City) - Crystal Plaza 2 - October 1, 2004 - December 30, 2005. The stated number of days requirement is "91, however covering the stated period would actually be 456 , if through the year 2005 is correct. Pricing is significantly different depending on what number of days is used.

**A.200 See response to Q.29.**

Q.201 Are the officers required to be Virginia Armed certified in accordance with he [sic] State of Virgina [sic] Department of Criminal Justice Services?

**A.201 Yes. See response to Q.37.**

Q.202 What is the resolution on the State of Virginia Licensing of Security Officers? From past experience, this will be required but we need for your office to make that determination.

**A.202 See response to Q.37.**

Q.203 Since there are radio repeaters specified, are there exisintg [sic] antennas and cabling for the repeaters? These typically go on the roof or some other electronically qualified area where the coverage will meet all requirements.

**A.203 See Amendment 4.**

Q.204 If the contractor is turned on only nine days prior to start-up, there does not seem there will be enough time to requalify people from the .38 to the 9mm pistol since there are a lot of people to get re-qualified. Can the turn-on time be moved back so that there is adequate time to do a professional job of training and certification in accordance with the Virginia DCJS statutes? Your consideration of this would certainly enhance the performance and potential success of the start-up.

**A.204 See response to Q.177.**

Q.205 Para. C.9.1 states that no Supervisor or Class II Guard may sit in for the Project Manager. In the event he/she is ill or on leave, how do we need to cover this position?

**A.205 It is up to the Offeror to determine how to fulfill the contract requirements.**

Q.206 In accordance to C.10 Certification and Training, how many hours of training for security and supervisor guards, is needed to satisfy the requirement to have the security and supervisor guard obtain a GSA form 3527?

**A.206 Offerors should contact GSA for the training hours.**

Q.207 During the transition of .38 cal. to 9mm, how many hours of training is needed for security and supervisors guards, to satisfy the requirement?

**A.207 Offerors should contact the State of Virginia, Department of Criminal Justice System (DCJS), Private Security Services Division.**

Q.208 Please provide clarification on K.11 52.223-13 Certification of Toxic Chemical Release Reporting (August 2003): This section indicates that submission of this certification as a prerequisite for contract award. Please explain the relevancy to this contract and the specifics necessary for our firm to meet this mandate.

**A.208 FAR §52.223-13 Certification of Toxic Chemical Release Reporting (August 2003) is required to be included in a solicitation for all competitive contracts in excess of \$100,000 unless it is determined not practicable by a procurement official no lower than the head of the contracting activity. See FAR §23.903. Please note that although submission of the certification is a prerequisite for making or entering into the contract, checking any of the applicable exemptions on the certificate qualifies as a submission.**

Q.209 Is the USPTO solicitation a GSA schedule procurement effort?

**A.209 No.**

Q.210 At the Alexandria site tour, the USPTO stated that cell phones would only work in the lobby of each building at the Alexandria campus. However, Section C.12.4 requires that the Program Manager and Primary Supervisor be issued cell phones for emergency communication with the COTR. Please clarify the cell phone requirement.

**A.210 An amendment will be issued to revise Section C.12.4 – Cellular Telephones to reflect that only the Program Manager shall be available for emergency communication with the COTR via cell phone or other communication devices 24 hours a day, 7 days per week, 365 days a year. (Note: The following cellular vendors are anticipated to be operational within the Alexandria campus by Fall 2004: Verizon, AT&T, Sprint and Cingular. Nextel and T-Mobile systems are not supported at the USPTO's Alexandria campus.) See Amendment 4.**

Q.211 Section H.2, Page 35, and Attachment I - The solicitation includes a Collective Bargaining Agreement (CBA) that by its terms does not expire until May 31, 2009. A comment was made at the Pre-proposal Site Visit/Tour that the CBA will not be binding on the successful bidder after September 30, 2005 (unless the successful bidder is the incumbent). However, pursuant to 29 CFR 4.53, the wage and fringe-benefit [sic] provisions of a "collective bargaining agreement of a predecessor contractor" are binding on a successor contractor, as long as the CBA included a "notice to prospective bidders regarding their obligations under section 4(c) of the [Service Contract] Act." This CBA contains such a notice, under Article XXIII, Successorship. Please clarify the Government's position with respect to this CBA.

**A. 211 (Note: Disregard this A.211 response – See Revised Response below.)** The response to previously posted Question No. 27 is revised as follows: Pursuant to FAR §52.222-47, Offerors should propose Base Year pricing based upon the Collective Bargaining Agreement (CBA) wage rate in effect October 1, 2004 – September 30, 2005 (Attachment I of the solicitation). The Government will abide by either the prevailing wage rate or pay wages and fringe benefits contained in a valid collective bargaining agreement if one is in effect after September 30, 2005. This means that in Option Year 1 (October 1, 2005 – September 30, 2006), the Government will abide by any valid CBA if one is in effect so long as (1) it was arrived at as a result of arm's length negotiations, and (2) it is not substantially at variance with the wages prevailing in the area. If a CBA is not in effect after September 30, 2005, the USPTO will abide by the Department of Labor (DOL) prevailing wage rate in effect at that time. Prior to the exercise of an option period, the USPTO will follow the procedures set forth in FAR §22.10 and 29 CFR Part 4. *It is up to each Offeror as to how it chooses to price its option years. Offerors should prepare option year pricing accordingly.*

**A.211 REVISED RESPONSE (Please note that the last 2 sentences (*in italics above*) are deleted from the previously posted A.211):**

**(a) The response to previously posted Question No. 27 is revised as follows: Pursuant to FAR §52.222-47, Offerors should propose Base Year pricing based upon the Collective Bargaining Agreement (CBA) wage rate in effect October 1, 2004 – September 30, 2005 (Attachment I of the solicitation). The Government will abide by either the prevailing wage rate or pay wages and fringe benefits contained in**

a valid collective bargaining agreement if one is in effect after September 30, 2005. This means that in Option Year 1 (October 1, 2005 – September 30, 2006), the Government will abide by any valid CBA if one is in effect so long as (1) it was arrived at as a result of arm's length negotiations, and (2) it is not substantially at variance with the wages prevailing in the area. If a CBA is not in effect after September 30, 2005, the USPTO will abide by the Department of Labor (DOL) prevailing wage rate in effect at that time. Prior to the exercise of an option period, the USPTO will follow the procedures set forth in FAR §22.10 and 29 CFR Part 4.

(b) To eliminate confusion regarding option year pricing, Offerors should proposed burdened hourly rates for the Base Year and Option Years 1, 2, 3, 4 in accordance with the base year (October 1, 2004 - September 30, 2005) labor rate contained in the CBA - Attachment I. For example, for all option years, use the CBA base rate for Guard II (\$16.15 + associated burdened costs) and the CBA base rate for Shift Supervisor (\$17.65 + associated burdened costs).

(c) Do not factor in the increased wage rates set forth in the CBA for Option years 2006 and 2007 in lieu of escalation provisions of FAR 52.222-43.

(d) As a reminder, in accordance with Section L.3.1, paragraph 4 entitled "Price," Offerors must provide a breakout of all elements which comprise the proposed hourly rates in their price proposal.

(e) Also please note that although the contract start date is anticipated for November 1, 2004, for evaluation purposes, Offerors should fill out the Attachment A template (or any revision thereto) as set forth in the solicitation.

Q.212 At the Site Visit, it was stated that the Collective Bargaining Agreement (CBA) would only be in effect for the first year of the new (successor) contract. However, the CBA in RFP Attachment I states that it is effective until 31 May 2009. Wages and benefits are specified in the CBA for periods well beyond the first year of the new contract. Paragraph No. 4.53 of the Service Contract Act (SCA, 29CFR), as implemented under Government contracts by the Part 22.10 of the Federal Acquisition Regulation (FAR), requires a successor contractor to comply with the economic terms (i.e., wages and benefits) of a pre-existing CBA. Therefore, all offerors are required to propose and pay wages and benefits in accordance with the CBA for the entire successor contract period covered by the CBA (i.e., 31 May 2009). For each increase specified in the CBA by time period, offerors must use those increased rates. Once each specific wage or benefit specified in the CBA reaches its last value, the offeror must propose that wage or benefit amount "flat" for the remainder of the new contract period. Please confirm the Government's full understanding of these regulatory requirements, and instruct offerors to comply with them in preparing their pricing proposals.

**A. 212 See Revised response to Q.211.**

Q.213 For pricing and evaluation purposes, are offerors required to use the wages and benefits specified in the CBA that become effective October 1, 2005 for each of the option years?

**A.213 See response to Q. 211.**

Q.214 SECTION B, B.1: Why such a spread between minimum and maximum hours? This has a major impact on overhead items spread.

**A.214 Section B states the Government's requirements.**

Q.215 RE: B.1 Ratio of Supervisor to officer = 1:125 vs. FPS 1:8?

**A.215 See response to Q.214.**

Q.216 B.1 : No billable APM at any point?

**A.216 If “APM” refers to Assistant Project Manager, then see response to Q.93.**

Q.217 B.2.(e): Transition “alongside incumbent” personnel suggests complete turnover of Key Personnel. Is that the goal of USPTO?

**A.217 The goal of the USPTO is to have a transition/training period for any contractor who is awarded the contract. The purpose of the transition/training period is to provide an orientation period during which the awardee can become familiar with the USPTO facilities and equipment. Offerors are cautioned against interpretations not expressly set forth in the solicitation and amendments thereto.**

Q.218 C.6.3.I: There is no TAS CLIN code for supervisor or officers on Attachment B.

**A.218 See response to Q.22.**

Q.219 We understand the bid is to be based on the hours shown in Section B. However, those hours do not increase in the option years when the actual hours of service increase to cover the additional properties in Crystal City. Will the government allow the successful bidder to negotiate pricing based on the increased hours as they become necessary? Otherwise, the hourly rate for the later years may be artificially high, as there will be greater hours over which to spread the costs.

**A.219 No.**

Q.220 Section I.7 (page 49) indicates that an SCA wage determination has been requested, but the economic terms of the existing Collective Bargaining Agreement (CBA) are to be maintained in the next contract and the bids should include these terms. Does this mean that the non-economic terms of the agreement do not need to be carried forth into the next contract?

**A.220 See response to Q.211**

Q.221 Please clarify whether the CBA applies to the shift supervisors (reference Section 2 of the CBA, page 1).

**A.221 Yes.**

Q.222 The current CBA was signed in June 2004. Was there a previous CBA in effect on the contract? If so, how long was the term?

**A.222 Yes. The CBA under the previous (current) contract has been in effect from the date of contract award, February 22, 2000.**

Q.223 The CBA indicates that the employer must participate in the Benefits Plan chosen by the employees; however, there was no medical insurance plan included in the CBA attachment. If there is a medical plan in place that the bidders must consider, please provide a copy of it so that we can include its costs in our bid.

**A.233 Offerors should contact the incumbent contractor at the address provided in the response to Q.15.**

Q.224 How many current employees participate in the medical plan?

**A.224 See response to Q.15.**

Q.225 The CBA indicates employees are to receive vacation accruals based on the Patent Office solicitation. Are we correct in assuming this means they will receive the Wage Determination Schedule allotment of vacation?

**A.225 It is the USPTO's understanding that for the base year, vacation accruals are based on the terms contained in the Collective Bargaining Agreement in effect at the time.**

Q.226 In order to accurately capture the costs of vacation, we ask that you provide the bidders with a list of the current employees' length of service. We understand you may not wish to release their names, but if we could receive a listing of how many qualify for 2 weeks, 3 weeks, or 4 weeks of vacation, we would appreciate it.

**A.226 The USPTO does not have this information. Offeror's should contact the incumbent at the address stated in the response to Q.15 for information regarding its employees' length of service.**

Q.227 Are there any outstanding Unfair Labor Practice, EEOC, Dept. of Labor or other 3rd party or administrative agency cases pending?

**A.227 See response to Q.65.**

Q.228 Are there any problems which the Client would like to see resolved regarding Labor Relations, in general or the CBA in particular?

**Q.228 No response.**

Q.229 Why does the CBA have to be honored for the 1st year of the contract?

**A.229 See response to Q.211.**

Q.230 During the site visit there were statements made that may lead bidders to believe they are not required to bid the negotiated CBA rates for the Base period, and option periods, please clarify this. Should bidders only propose the CBA rates for the base year and not the option periods?

**A.230 See response to Q.211.**

Q.231 It is anticipated that start of the contract will be October 01, 2004. At the walk-through meeting on July 14, 2004, it was discussed by the procurement as a whole that the CBA would only be in effect for one year, although the CBA agreement is effective June 01, 2004 and continues to May 31, 2009. Can you elaborate on this?

**A.231 See response to Q.211.**

Q.232 In regards to the CBA, Article XVII: Vacation, there is no Patent and Trademark Solicitation or procedure schedule listed in the procurement. Will one be made available?

**A.232 See response to Q.26.**

Q.233 Page 16 of the CBA states that "Employees covered by this Agreement shall receive vacation benefits in accordance with the Patent and Trademark solicitation and procedure schedule." However, the solicitation did not address benefits regarding vacation. May the government provide the offerors with the vacation regulations applicable to the employees under this contract?

**A.233 See response to Q.26.**



Q.234 Page 15 of the CBA caps the number of sick hours employees are entitled to at 100 hours, but does not provide the accrual rate. May the government provide the accrual rate for sick hours or provide offerors with?

**A.234 The Government does not have this information. Please contact the incumbent at the address listed in the response to Q.15.**

Q.235 Collective Bargaining Agreement. With the CBA effective as of June 1, 2004, for a period of five years coinciding with the new contract, is it new for security guard staff at this site to have an agreement? i.e., Was there a previous CBA?

**A.235 The incumbent contract is subject to a Collective Bargaining Agreement (CBA). The solicitation is subject to a new CBA and is incorporated as Attachment I to the solicitation.**

Q.236 There is no wage determination. What I'm used to seeing is the WD with the CBA attached as an addendum. Has DOL signed off on the new wage determination?

**A.236 See responses to Q.211 and Q.235.**

Q.237 The Collective Union Bargaining Agreement, pg 16 talks about vacation. How is it accrued, refers to Patent and Trademark solicitation and procedure schedule, where is that?

**A.237 See response to Q.26.**

Q.238 Also pg. 15 Section 6 speaks of Sick /Personal Leave states shall be accrued based on the number of hours worked each week, not to exceed 100 hours per year. Is there an accrual method such as how many minutes per hour worked or they accrue up to 1 day a month? It does not specify an accrual method.

**A.238 See response to Q.234.**

Q.239 Would the agency be willing to disclose the current contract rates?

**A.239 A copy of the current contract can be requested via the Freedom of Information Act (FOIA) by following the procedures at <http://www.uspto.gov/web/offices/com/sol/foia/submit.htm>. However, please see response to Q.21 for the wages required for this solicitation under Attachment I – Collective Bargaining Agreement.**

Q.240 Is it possible to provide the anticipated posts and hours for the Option Years? If not, to ensure equality in pricing, should bidders base their prices on the assumption that all of the posts in the Option Years (except for Crystal Plaza 2) will remain the same as set forth in Attachment A – Guard Post Matrix (Amendment 1)?

**A.240 No, it is not possible to provide the anticipated posts/hours for the Option Years (See also response to Q4). For evaluation purposes, Offerors should use Attachment A – Guard Post Matrix (Amendment 1) for all proposed pricing for the Base Year and Option Years 1-4.**